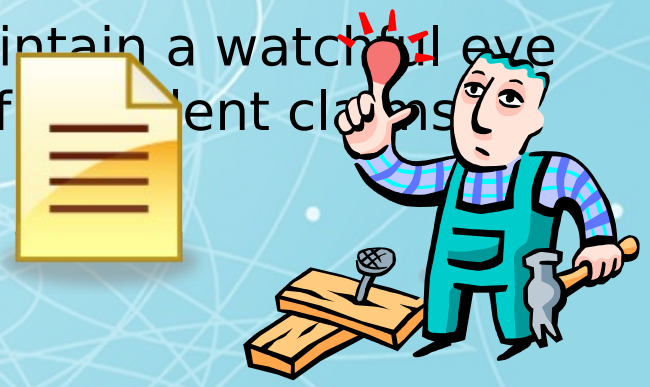
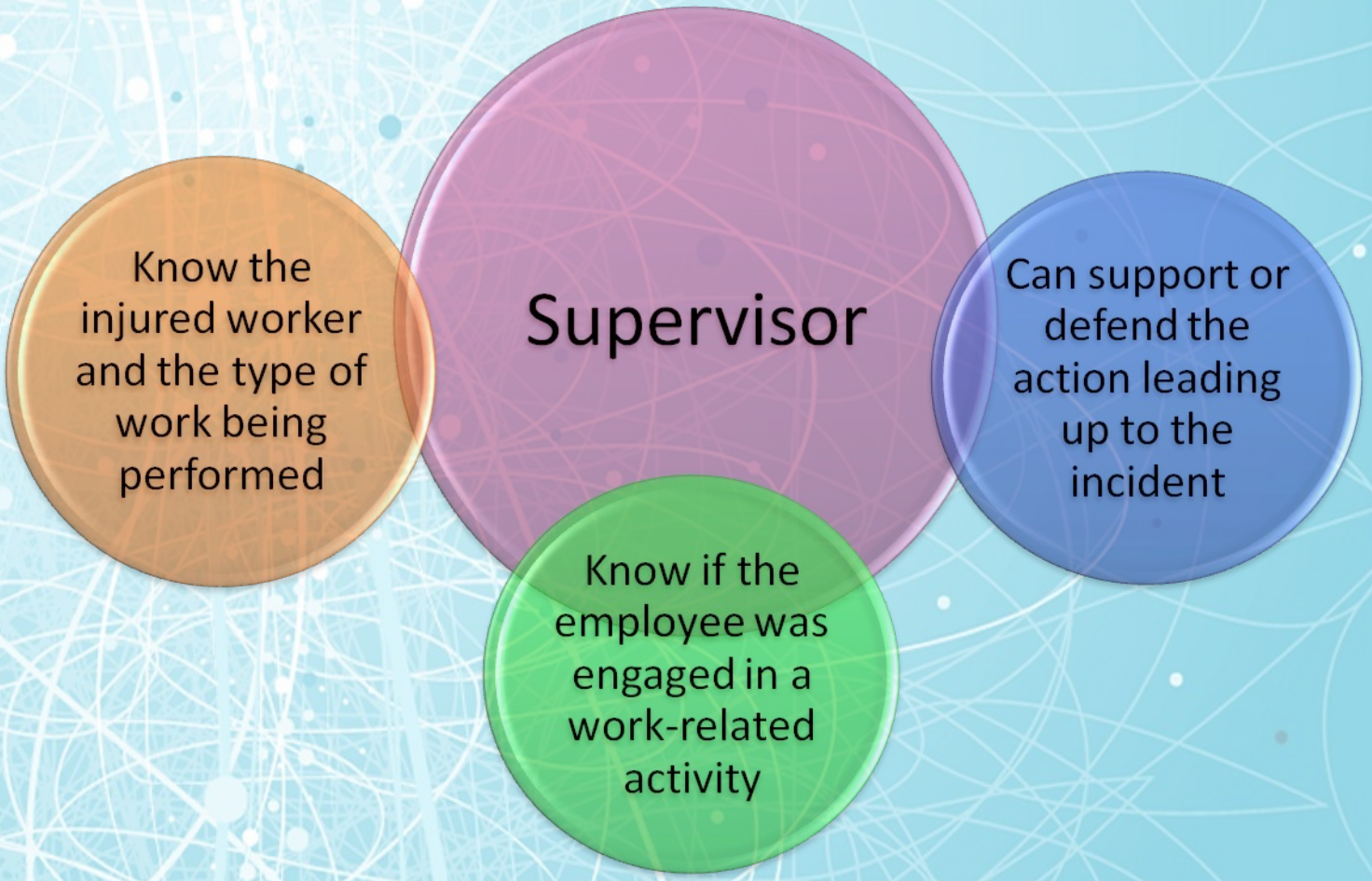
The Basics

- Establish a safe work environment
- Insure a safety-conscience workforce
- Get to know your CPAC Injury Compensation Program Administrator (ICPA)
- File claims immediately
- Provide prompt medical attention and caring support to the injured/ill worker
- Investigate the injury – what happened, are others at risk?
- Document the events, actions, conditions, witness accounts
- Restore the worker to productivity as soon as possible
- Maintain a watchful eye for f[illegible]ent claims



Supervisor's Guide to Workers' Comp

You are the most important link to workers' compensation becaus


Supervisor
Know the injured worker and the type of work being performed
Can support or defend the action leading up to the incident
Know if the employee was engaged in a work-related activity

Supervisory Responsibilities

- Report injuries to the Injury Compensation Program Administrator (ICPA) immediately
- Do not block, stop or impede the filing of a claim;
- Report information inconsistent with incident leading up to injury
- Challenge a claim you suspect is inconsistent with the work you assigned, false, unlikely, or otherwise questionable!

What to do when injury occurs

- Provide immediate, sympathetic caring environment

- Ensure employee seeks medical treatment, such as local clinic, emergency room or private doctor.

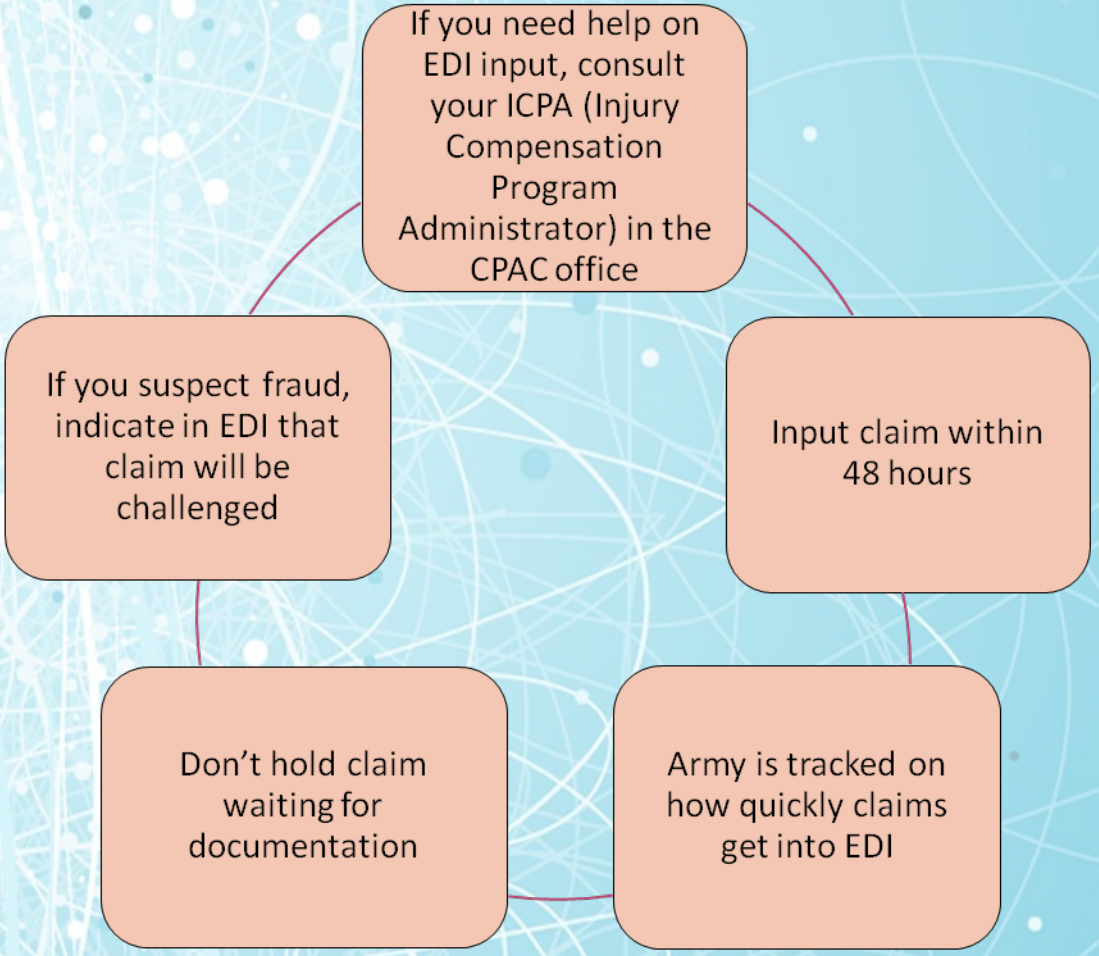
- Never prevent an employee from getting medical attention even if you don't think it is serious

- Furnish hard copies of forms CA-16, CA-17, & CA-20 to the employee. **By law**, you must furnish these forms.
- Input CA-1/CA-2 into EDI.

Follow-up on an injury

Visit place where injury occurred. Make notes of what happened
Speak with witnesses, ask what they saw & heard.
Speak with Safety Officer about what can be done to ensure this injury never happens again

Input claim into EDI


If you need help on EDI input, consult your ICPA (Injury Compensation Program Administrator) in the CPAC office
Input claim within 48 hours
Army is tracked on how quickly claims get into EDI
Don't hold claim waiting for documentation
If you suspect fraud, indicate in EDI that claim will be challenged

http://www.cpms.osd.mil/ICUC/ICUC_index.aspx

CA-1 or CA-2?

- Traumatic injuries are filed using a CA-1
  - ✓When a date and time can be specified (cuts, falls, broken bones, etc)
- Occupational illnesses are filed using a CA-2
  - ✓When an illness or injury happens over the course of a period of time (asthma, carpal tunnel, psychiatric conditions, etc)
- If in doubt- ask your ICPA

Follow-up with employee

Phone employee at home

- Ask what limitations doctor placed and why
- When will employee be able to return
- Emphasize light duty, modification of duties
- Emphasize sympathetic caring environment
- If employee must be off more than a week, phone employee every week for status
- Remind employee he/she must furnish a medical statement ASAP supporting time off work.

Is it “legit” ?

Some Red Flags to be aware of:

- Unexplained time delay in reporting injury or getting medical care
- There are no witnesses even though injury happened in area where it should have been observed
- Witness frequently serves as witness for other injuries
- Disciplinary action, downsizing, transfer facing employee
- Injury reported immediately after weekend or holiday
- Employee changes account of how injury happened

If you spot a “Red Flag”

- Talk to your ICPA; relay your concerns
- Write down all information you have and give to ICPA
- Army has only ONE opportunity to challenge a suspicious claim, and that is before the claim is adjudicated.

Challenging a Suspicious Claim

- Challenge must be based on facts;
  being a poor performer is not adequate reason
- Your investigation & notes are crucial
- There is no format or form for a challenge,
  - It is simply a narrative write-up of the facts, signed by you or by the ICPA
  - The suspicious claim you don't challenge may become Army's million-dollar claim in the future

Timecards

- Day of injury - mark hours missed as LU
- Day after injury, “COP” (Continuation of Payment) begins. COP does not deduct from employee’s leave balances.
- Timecards are marked LT while on COP for the number of days doctor says employee must be off.
- Employee must provide doctor’s written statement, with number of days needed to be off. Be sure ICPA gets a copy.

What if COP is used up ?

- COP is capped at 45 calendar days
- After 45 days, employee can use own leave; pay continues as usual.
- Employee can use LWOP and apply for “compensation” on a CA-7 form
  - Receives 75% of pay with dependents or 66 2/3% if no dependents. “Compensation” is non-taxable. Be certain which choice employee wants to make.
- Confer with ICPA.

What if employee returns part-time?

- Employee can either use own leave for hours not worked – or can choose LWOP for those hours and claim “compensation” on a CA-7 form.
- Work closely with ICPA to ensure all steps are followed correctly.

What if employee can't do full duties ?

- Sometimes doctor places restrictions on what returning employee can do.
- Must abide by these restrictions !!
- If restrictions are permanent, job may need to be assigned to another employee and modified job created for returning employee.
- If restrictions appear unreasonable, work with ICPA to request OWCP
- Get a 2nd medical opinion

Supervisor's final responsibility

- Get injured employee back to work
- If an employee is "out on injury comp" Army pays him. If we don't get employee back, Army pays him for his entire life !!
- If employee returns to work, eventually he retires like the rest of us.
- If employee returns, he is subject to same personnel regulations as all other employees.

Can’t return ?

- If employee is never able to meet physical requirements of old job, work with CPAC & ICPA to create a new job within employee’s capabilities
- Remember Army is paying employee whether he works or stays home.

Recap of supervisor's role

1. Prevent injuries
2. Handle injuries correctly if they occur
3. Investigate all facts of injuries and challenge all suspect claims
4. Input claim into EDI or give CA-1/CA-2 to ICPA if you have no computer access
5. ICPA is your partner in all aspects of Workers' Comp
6. Getting injured employees back to Army's workforce is a win-win for everyone

More information

- Contact your ICPA (Injury Compensation Program Administrator, located in the CPAC office
- Search PERMISS under OWCP & FECA
- DOD instruction 1400.25 M, subchapter 810
- Dept. of Labor's website:

  www.dol.gov/esa/regs/compliance/owcp/fecacont.htm